



QuickService

User Guide - Transaction Enquiries for the Customer

17 April 2015

Version 1.0

Westpac

**Institutional
Bank**

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Overview

About this manual

Purpose

The purpose of this user manual is to detail the steps to raise a Transaction Service Request with the Transactional Solutions team using QuickService.

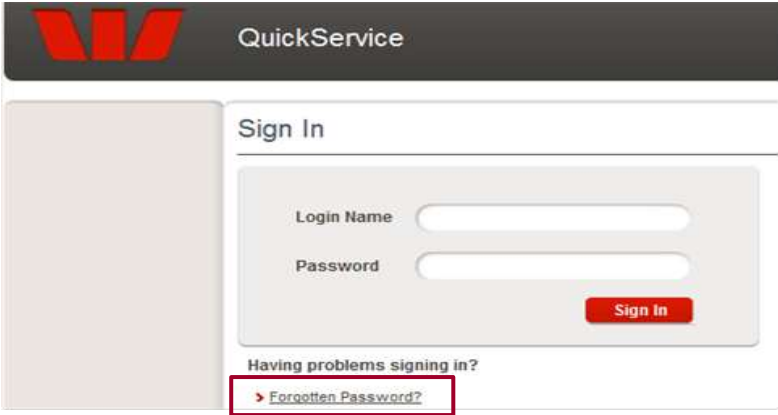
Activity types

Westpac Institutional Bank customers are able to create Transaction Service request for the following activity types:


1. Business Express Deposits
2. Deposit Books
3. Duplicate Statements
4. Encoding Error
5. Recall of Funds
6. Stop Payments
7. Trace of Funds
8. Transaction Enquiry
9. Voucher Retrievals

Transaction Service Create Request (Team Member / Manager) - eForm screen flow

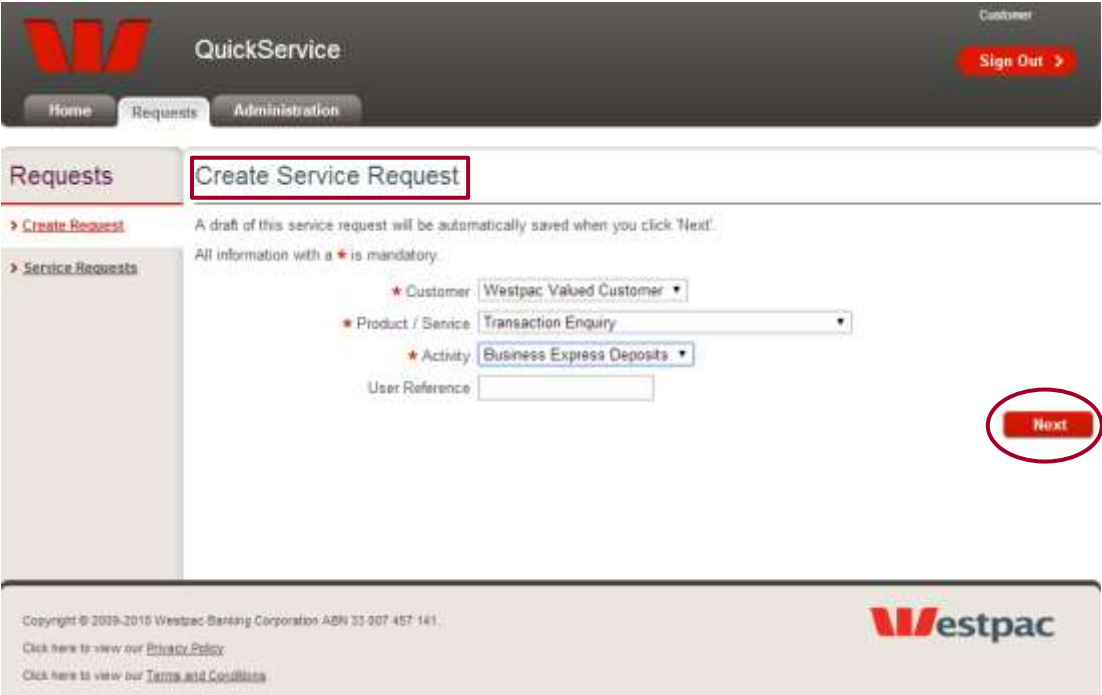
Sign in to QuickService

Step	Who	System	User instructions
1	Team member / Manager		<p>Sign into QuickService using your assigned login name and password. If you have forgotten these details request a reminder by choosing 'Forgotten Password'.</p> <p>Mandatory fields</p> <p>Note that there are mandatory (*) fields throughout the eForm. You will not be able to continue without completing these fields.</p> <p>These mandatory fields ensure that all compulsory information is entered.</p>

Customer Home screen

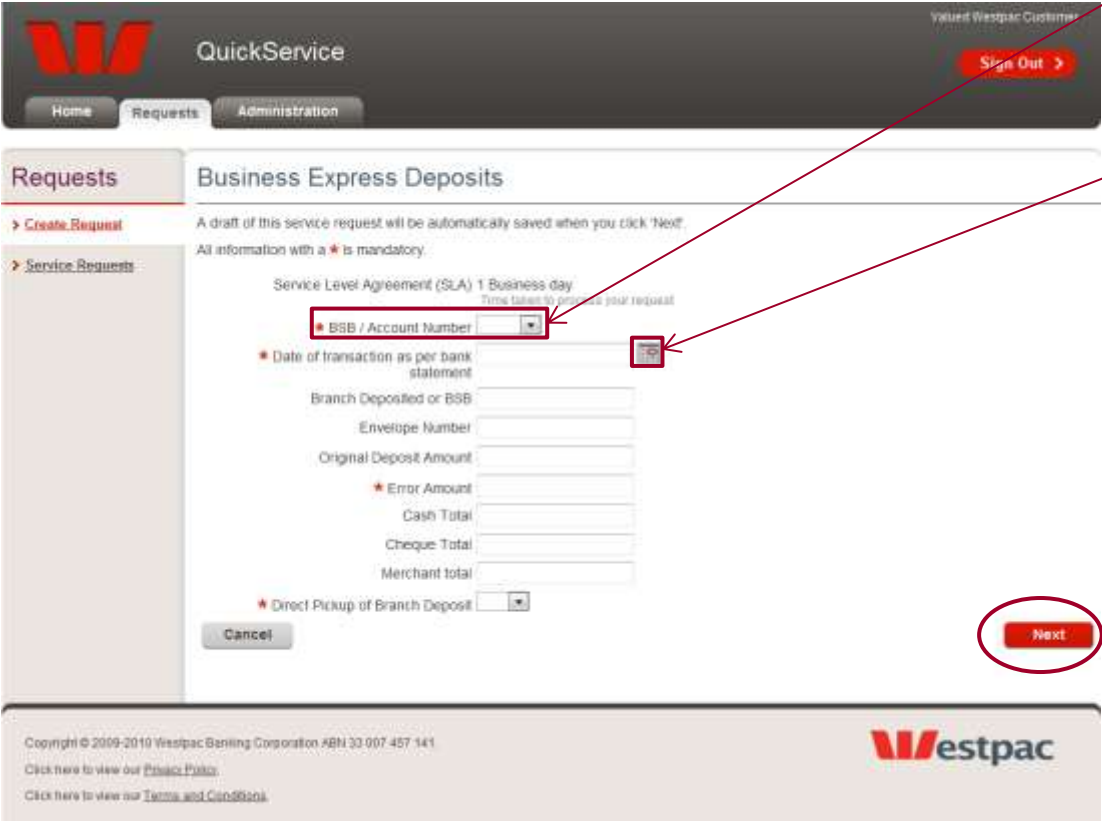
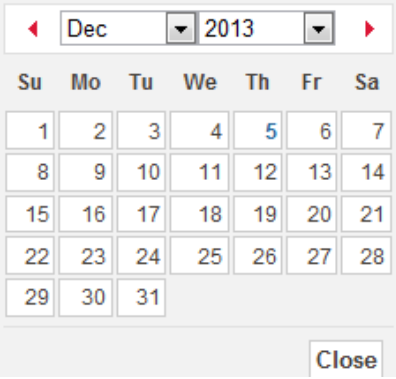
Step	Who	System	User instructions
2	Team member / Manager		<p>To create a service request:</p> <p>Select either the:</p> <ul style="list-style-type: none"> • 'Requests' tab <p>or</p> <ul style="list-style-type: none"> • 'Create and Manage Service Requests' box.

Create Service Request

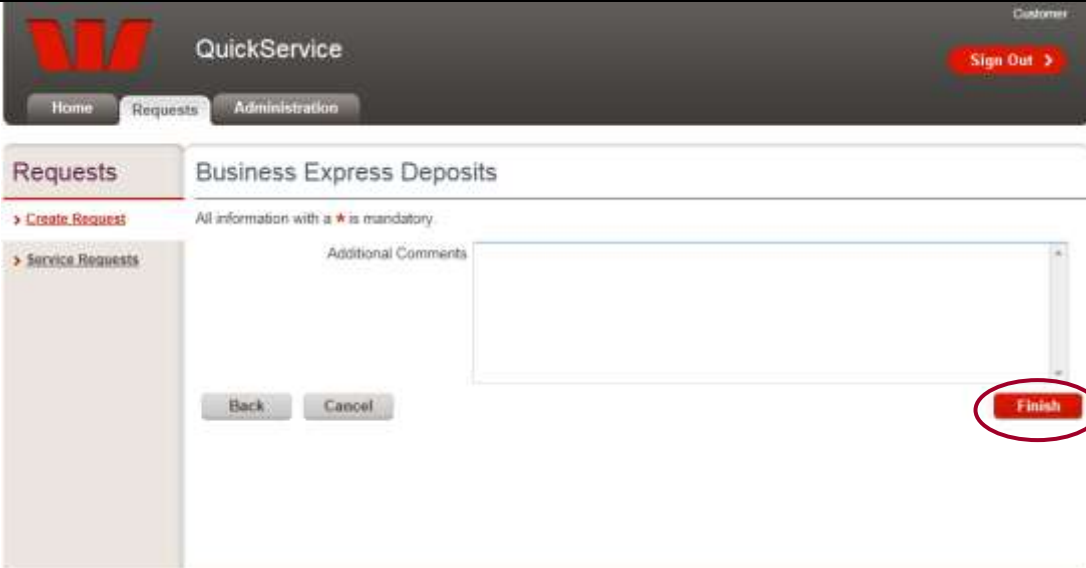
Step	Who	System	User instructions								
3	Team member / Manager	<p>On selecting the 'Requests' tab or 'Create and Manage Service Request' box, the system will display the following details:</p> 	<p>Note:</p> <ul style="list-style-type: none"> You will not be able to continue without completing the mandatory (*) fields By selecting 'Next', the fields are validated and errors messages are displayed in red. <p>Complete the following information:</p> <table border="1" data-bbox="1464 496 2130 1278"> <thead> <tr> <th>Field name</th> <th>Entry value</th> </tr> </thead> <tbody> <tr> <td>Customer</td> <td>Select from drop down list – this field only shows if there is an existing customer i.e. the parent company already exists in Westpac's Customer Information System.</td> </tr> <tr> <td>Product/Service</td> <td>Select from drop down list Must choose 'Transaction Enquiry'</td> </tr> <tr> <td>Activity</td> <td>Choose from the below: <ul style="list-style-type: none"> Business Express Deposits Deposit Book Duplicate Statements Encoding Error Recall of Funds Stop Trace of Funds Transaction Enquiry Voucher Retrievals </td> </tr> </tbody> </table>	Field name	Entry value	Customer	Select from drop down list – this field only shows if there is an existing customer i.e. the parent company already exists in Westpac's Customer Information System.	Product/Service	Select from drop down list Must choose 'Transaction Enquiry'	Activity	Choose from the below: <ul style="list-style-type: none"> Business Express Deposits Deposit Book Duplicate Statements Encoding Error Recall of Funds Stop Trace of Funds Transaction Enquiry Voucher Retrievals
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			<p>User Reference</p>	<p>This is an optional field. You can use this reference field to search for your service request at a later date. Make a note of the reference created so that you can search appropriately.</p> <p>You can use up to 40 characters with letters or numerals.</p>
<p>Click 'Next' to move to the next screen.</p>				

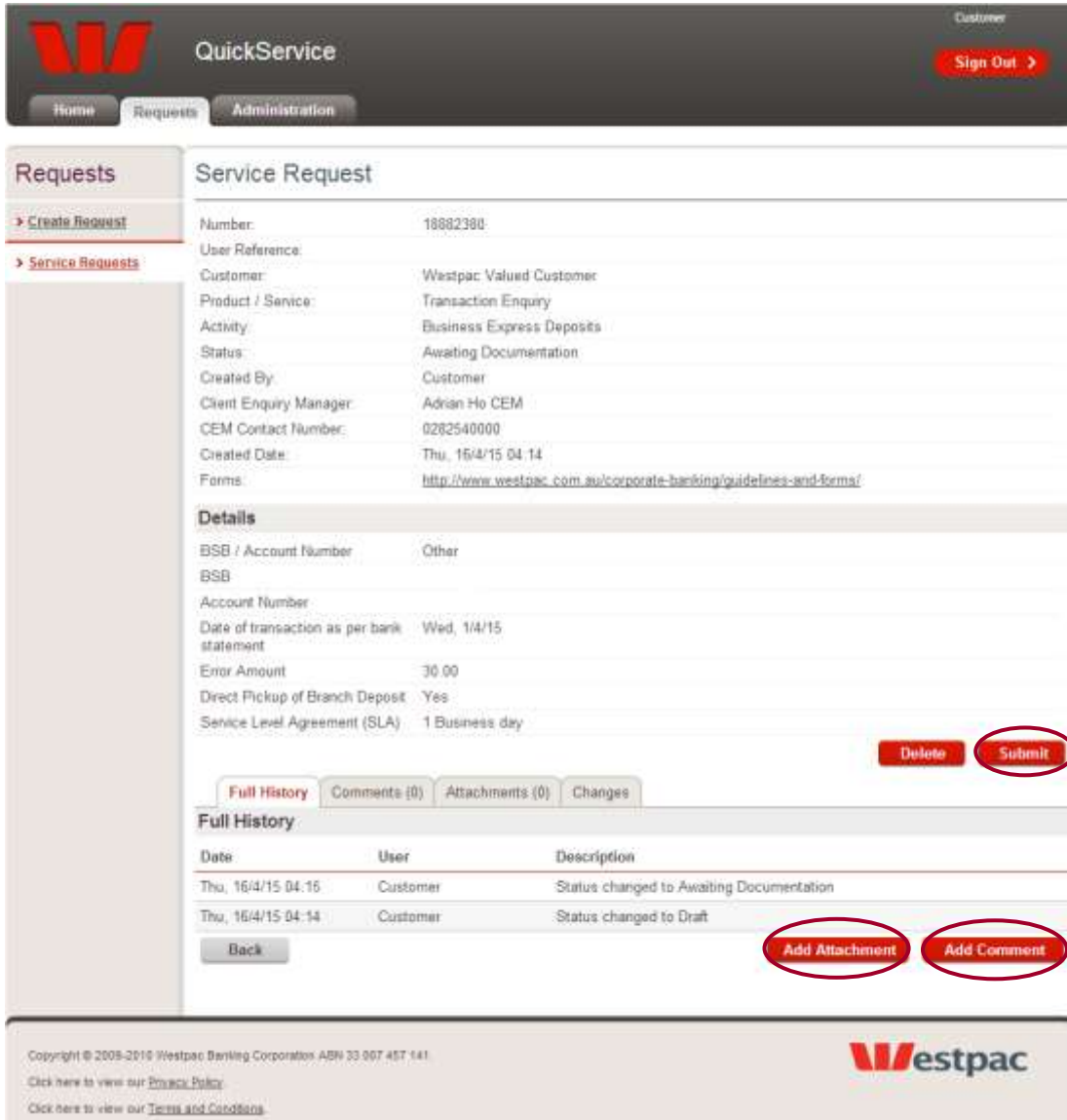
Business Express Deposit Details

Step	Who	System	User instructions
4	Team member / Manager	<p>On selecting 'Next' the system will display the screen for the selected activity:</p> 	<p>Provide required details on the page and Click Next</p> <p>Provides a dropdown list of currently registered accounts as well as 'Other'. If the response to the question is 'Other' then another field for BSB and Account Number will be revealed.</p> <p>'Date of transaction as per bank statement' -> Format is DD/MM/YYYY or clicking the calendar icon reveals date selection overlay:</p>  <p>Click 'Next':</p> <ul style="list-style-type: none"> Additional Comments page loads

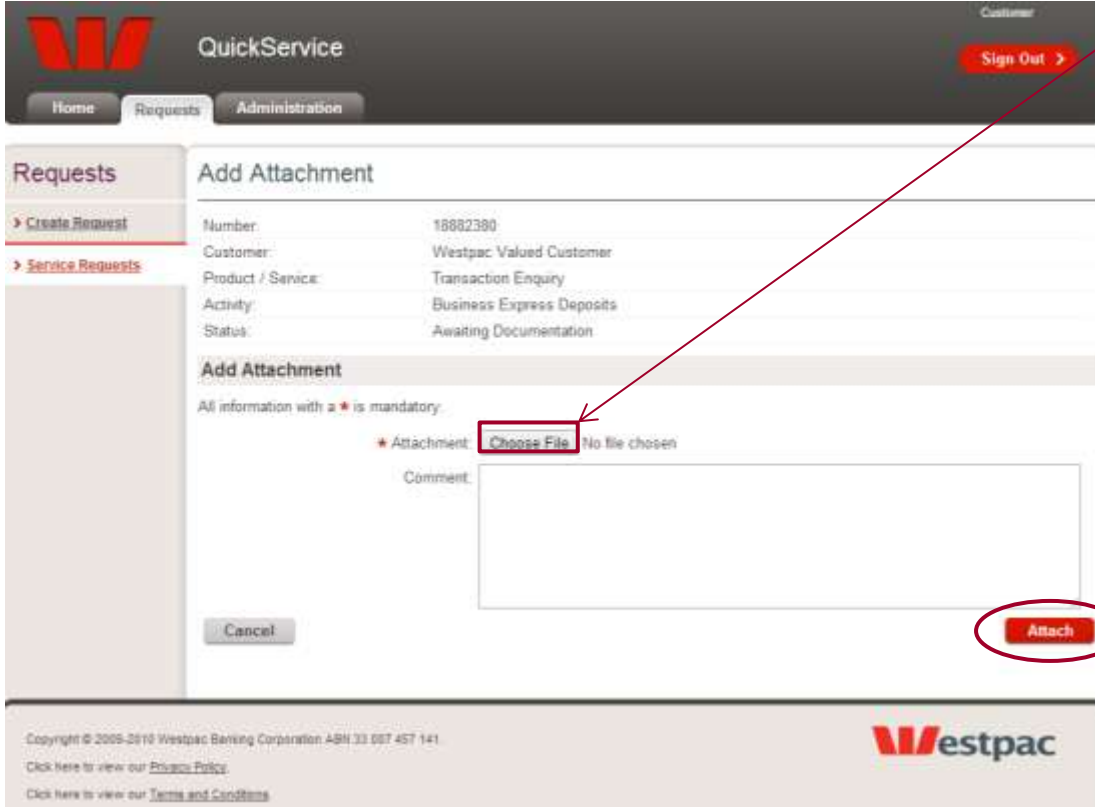
Additional Comments screen

Step	Who	System	User instructions
5	Team member / Manager		<p>Enter additional comments and Click on Finish</p> <p>Click 'Finish' to move to the next screen which is request summary screen.</p>

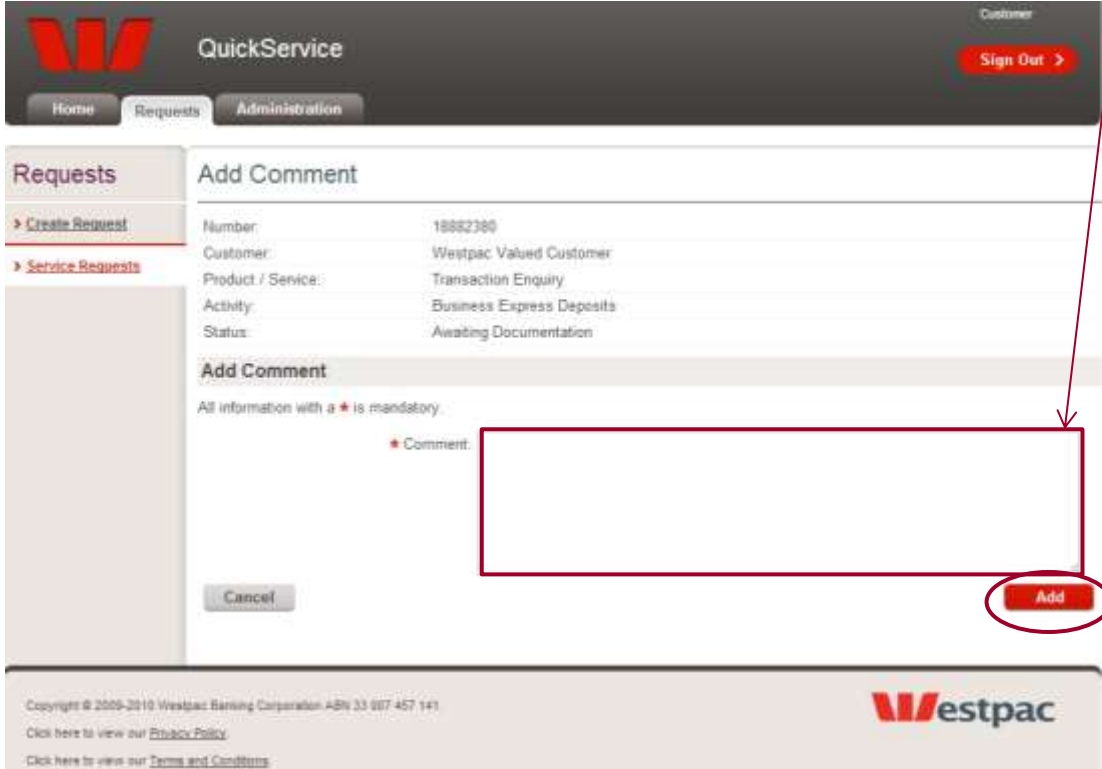
Service Request Summary screen

Step	Who	System	User instructions
6	Team member / Manager		<p>If 'Add Attachment' is clicked this will go to the "Add Attachment screen"</p> <p>If 'Add Comment' is clicked this will go to the "Add Comment screen"</p> <p>Click 'Submit' to submit the request</p>

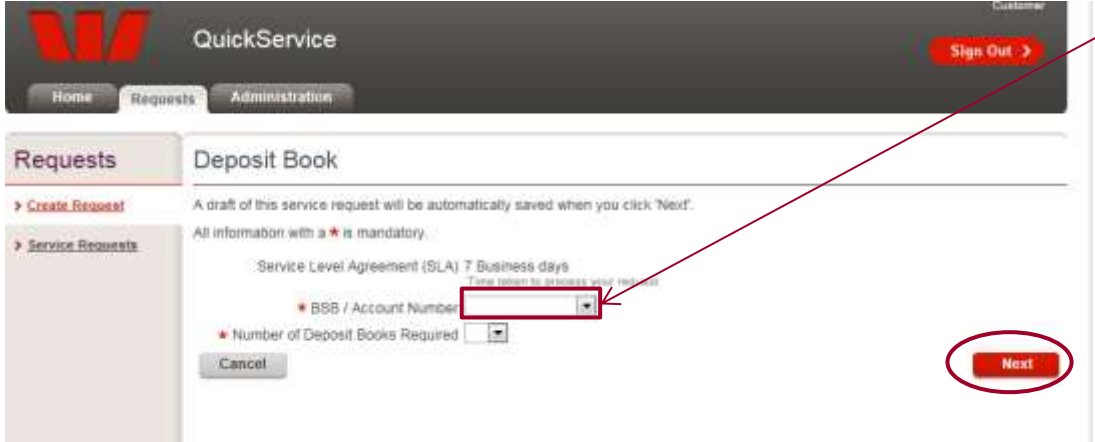
Add Attachment screen

Step	Who	System	User instructions
7	Team member / Manager		<p>Opens a file upload dialog box.</p> <p>Note: Appear of dialog box differs depending on the browser and operating system used.</p> <p>Once file chosen, click 'Attach' to upload the attachment</p>

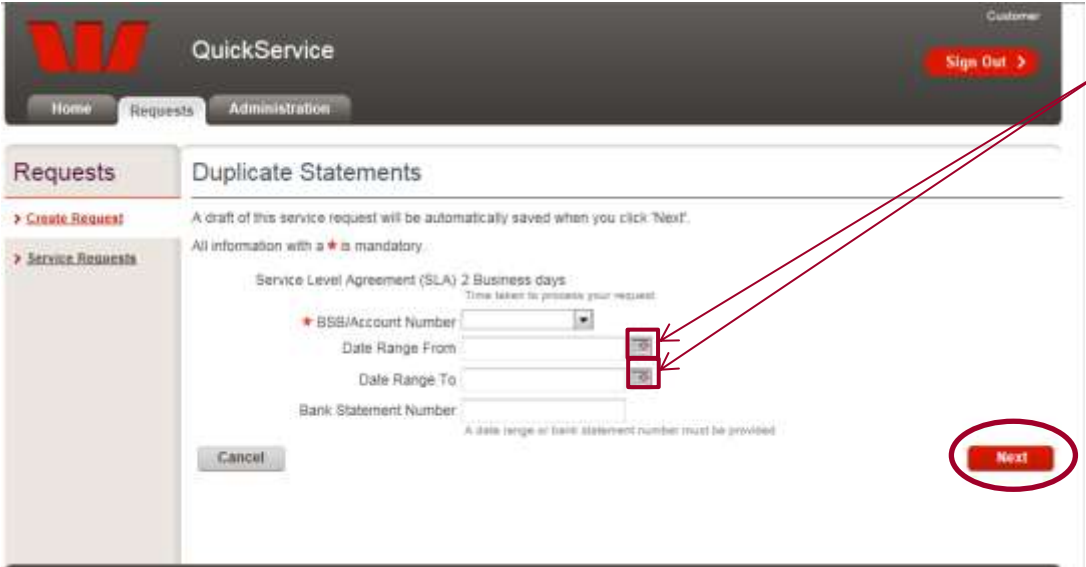
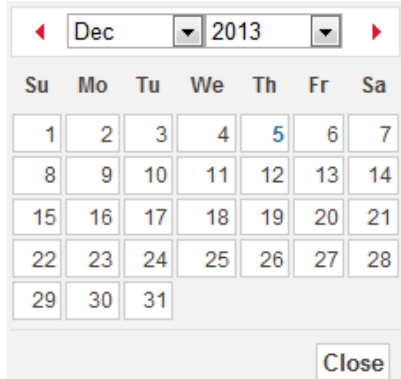
Add Comment screen

Step	Who	System	User instructions
8	Team member / Manager		<p>Provides area to leave comments about the Service Request.</p> <p>Once comment has been written, click 'Add' to add the comment</p>


Deposit Book Page

Step	Who	System	User instructions
9	Team member / Manager		<p>Provides a dropdown list of currently registered accounts as well as 'Other'. If the response to the question is 'Other' then another field for BSB and Account Number will be revealed.</p> <p>Click 'Next' to move to the next screen</p>

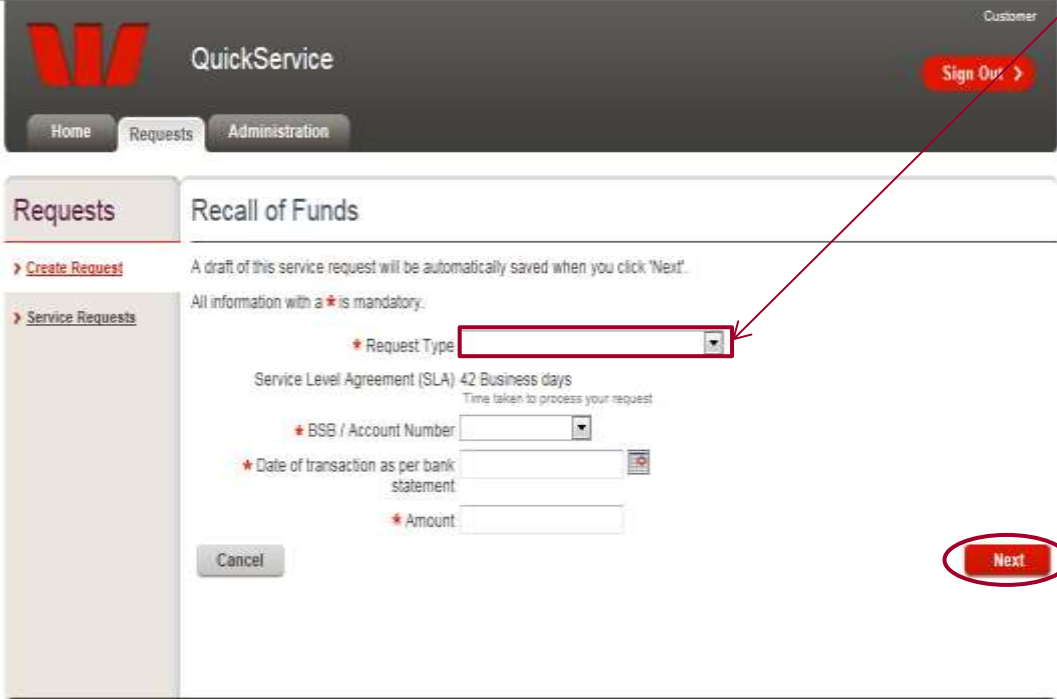
Duplicate Statements

Step	Who	System	User instructions
10	Team member / Manager		<p data-bbox="1462 268 2107 357">'Date of transaction as per bank statement' -> Format is DD/MM/YYYY or clicking the calendar icon reveals date selection overlay:</p> <div data-bbox="1462 376 1861 756">  </div> <p data-bbox="1462 820 1861 847">Click 'Next': to move next screen.</p>

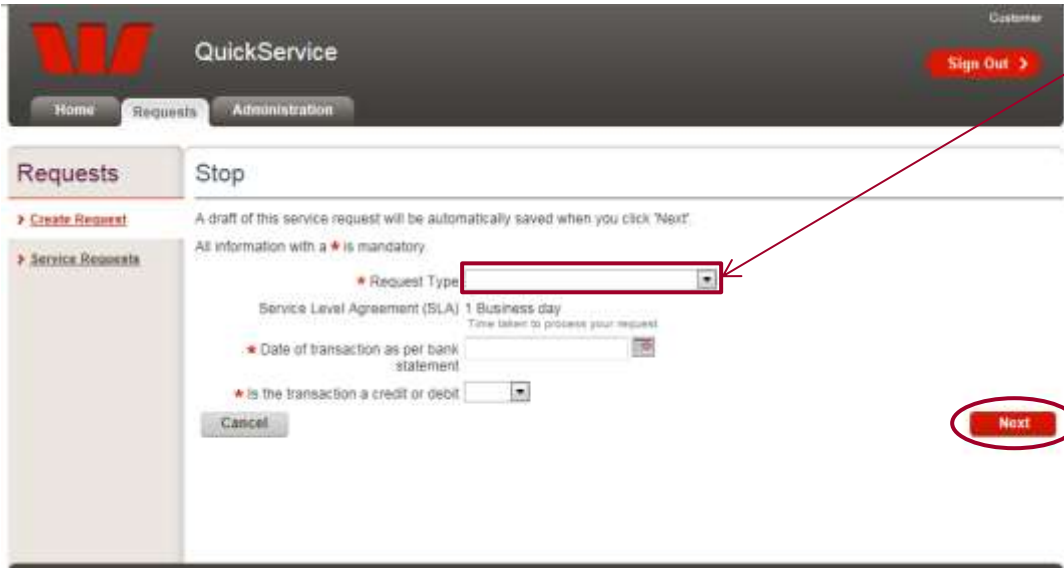
Encoding Error

Step	Who	System	User instructions
11	Team member / Manager		<p>Provides a dropdown list of request types depending on the selection it will change the options on the screen.</p> <p>Types:</p> <ul style="list-style-type: none">• Cheque• Payment Processing Service (PPS) <p>Click 'Next': to move next screen.</p>

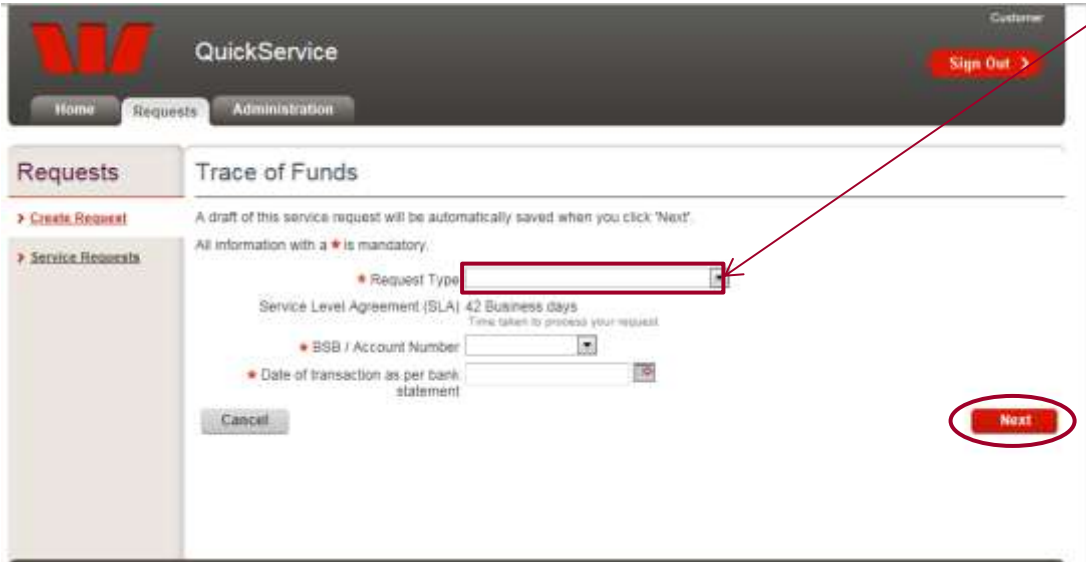
Recall of Funds

Step	Who	System	User instructions
12	Team member / Manager	 <p>The screenshot shows the 'Recall of Funds' form in the QuickService system. The form has a header with the 'W' logo and 'QuickService' text. Below the header, there are navigation tabs for 'Home', 'Requests', and 'Administration'. The main content area is titled 'Recall of Funds' and contains a 'Create Request' section with a note: 'A draft of this service request will be automatically saved when you click "Next".' Below this is a 'Service Requests' section with a note: 'All information with a * is mandatory.' The form includes several fields: 'Request Type' (a dropdown menu highlighted with a red box and an arrow), 'Service Level Agreement (SLA) 42 Business days' (with a sub-note 'Time taken to process your request'), 'BSS / Account Number' (a dropdown menu), 'Date of transaction as per bank statement' (a date field), and 'Amount' (a text field). There are 'Cancel' and 'Next' buttons at the bottom. The 'Next' button is circled in red.</p>	<p>Provides a dropdown list of request types depending on the selection it will change the options on the screen. Types:</p> <ul style="list-style-type: none"> • BPAY • Direct Entry (DE) • Domestic Telegraphic Transfer (DTT) • Locked Box • Off System BSB • Overseas Telegraphic Transfer (OTT) <p>Click 'Next': to move next screen.</p>

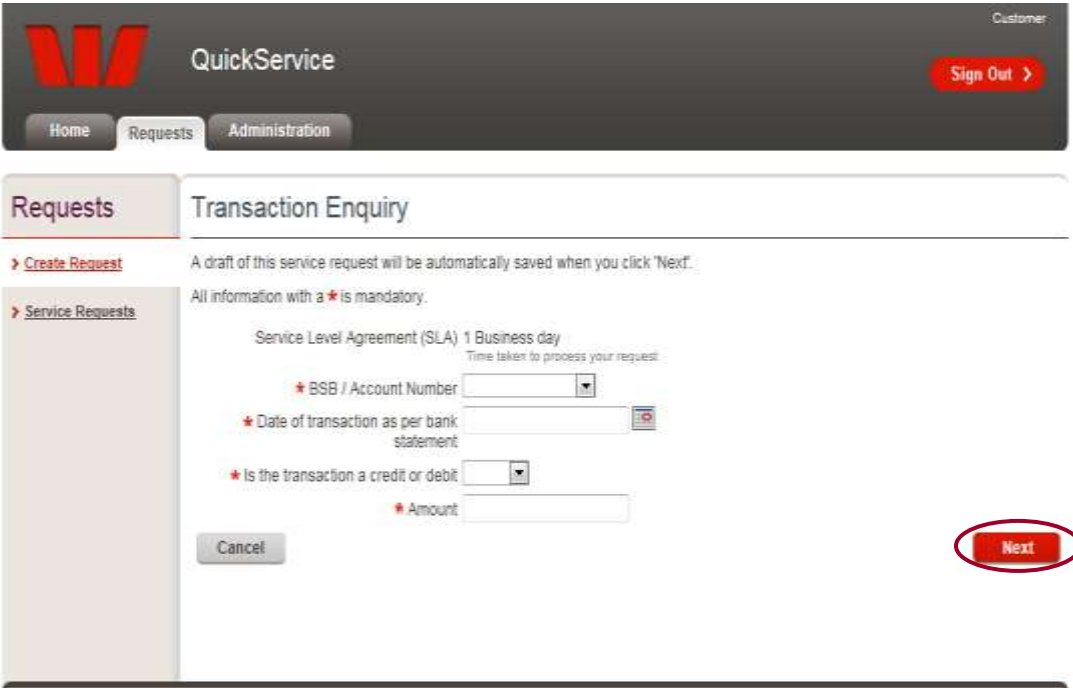
Stop

Step	Who	System	User instructions
13	Team member / Manager		<p>Provides a dropdown list of request types depending on the selection it will change the options on the screen.</p> <p>Types:</p> <ul style="list-style-type: none">• Cheque• Payment Processing Service (PPS) <p>Click 'Next': to move next screen.</p>

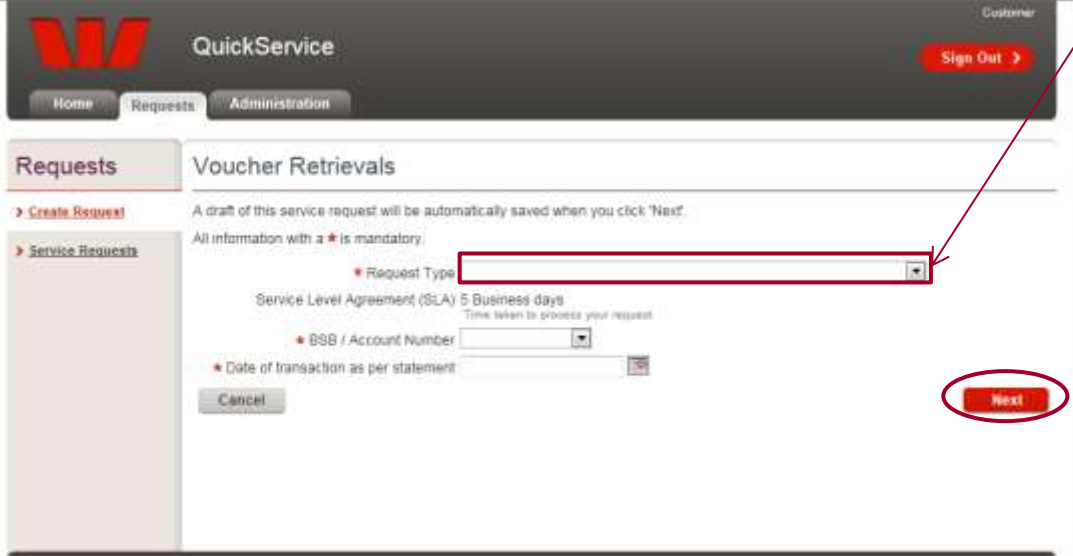
Trace of Funds

Step	Who	System	User instructions
14	Team member / Manager		<p>Provides a dropdown list of request types depending on the selection it will change the options on the screen.</p> <p>Types:</p> <ul style="list-style-type: none">• BPAY• Cheque• Direct Entry (DE)• Domestic Telegraphic Transfer (DTT)• Locked Box• Off System BSB• Overseas Telegraphic Transfer• Payment Processing Service (PPS) <p>Click 'Next': to move next screen.</p>

Transaction Enquiry


Step	Who	System	User instructions
15	Team member / Manager	 <p>The screenshot shows the 'QuickService' interface for a 'Transaction Enquiry'. At the top, there is a dark header with a red 'W' logo, the text 'QuickService', and a 'Sign Out' button. Below the header are three navigation tabs: 'Home', 'Requests', and 'Administration'. The main content area is titled 'Requests' and 'Transaction Enquiry'. It contains a 'Create Request' link, a 'Service Requests' link, and a form with the following fields: 'Service Level Agreement (SLA) 1 Business day', 'Time taken to process your request', '* BSB / Account Number', '* Date of transaction as per bank statement', '* Is the transaction a credit or debit', and '* Amount'. A 'Cancel' button is located at the bottom left of the form, and a 'Next' button is circled in red at the bottom right.</p>	Click ' Next ': to move next screen.

Voucher Retrievals

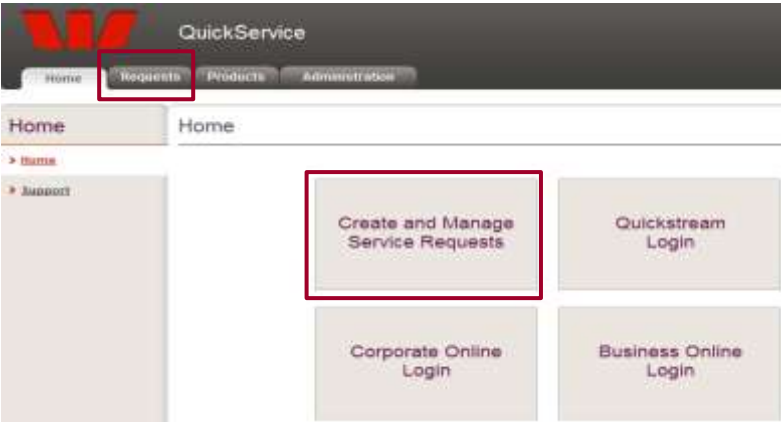
Step	Who	System	User instructions
16	Team member / Manager		<p>Provides a dropdown list of request types depending on the selection it will change the options on the screen.</p> <p>Types:</p> <ul style="list-style-type: none">• Copy of Credit Voucher• Copy of Debit Voucher• Do you have an error in your deposit that requires a transaction listing <p>Click 'Next': to move next screen.</p>

Transaction Service View Request (Team Member / Manager) - eForm screen flow

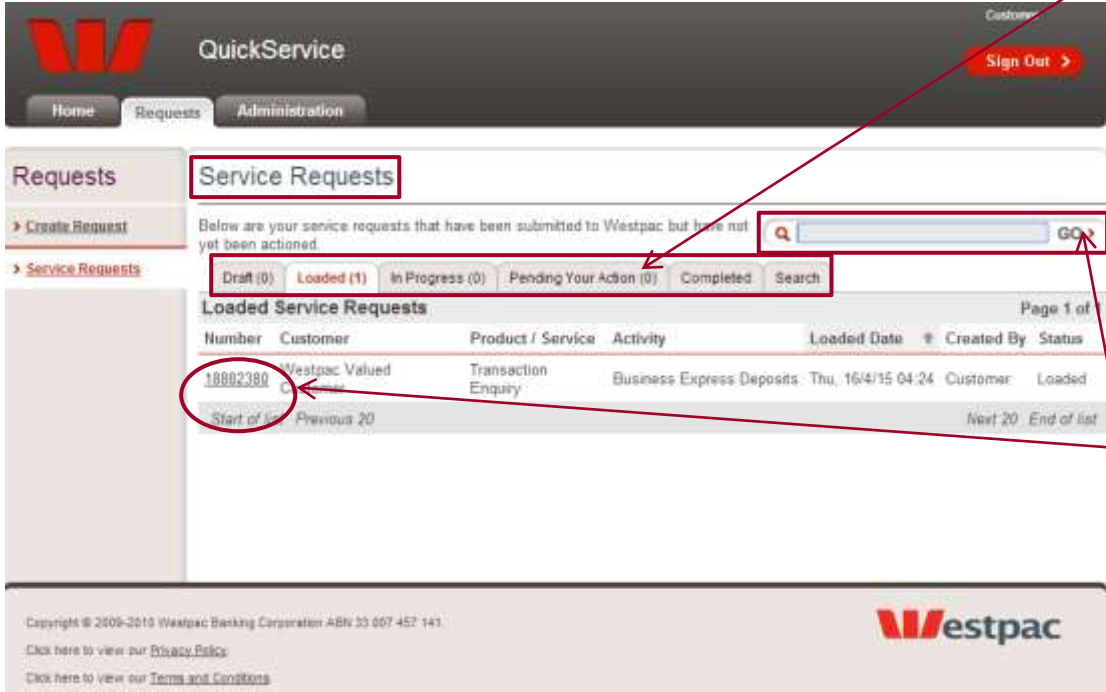
Sign in to QuickService

Step	Who	System	User instructions
1	Team member / Manager		<p>Sign into QuickService using your assigned login name and password. If you have forgotten these details request a reminder by choosing 'Forgotten Password'.</p> <p>Mandatory fields</p> <p>Note that there are mandatory (*) fields throughout the eForm. You will not be able to continue without completing these fields.</p> <p>These mandatory fields ensure that all compulsory information is entered.</p>

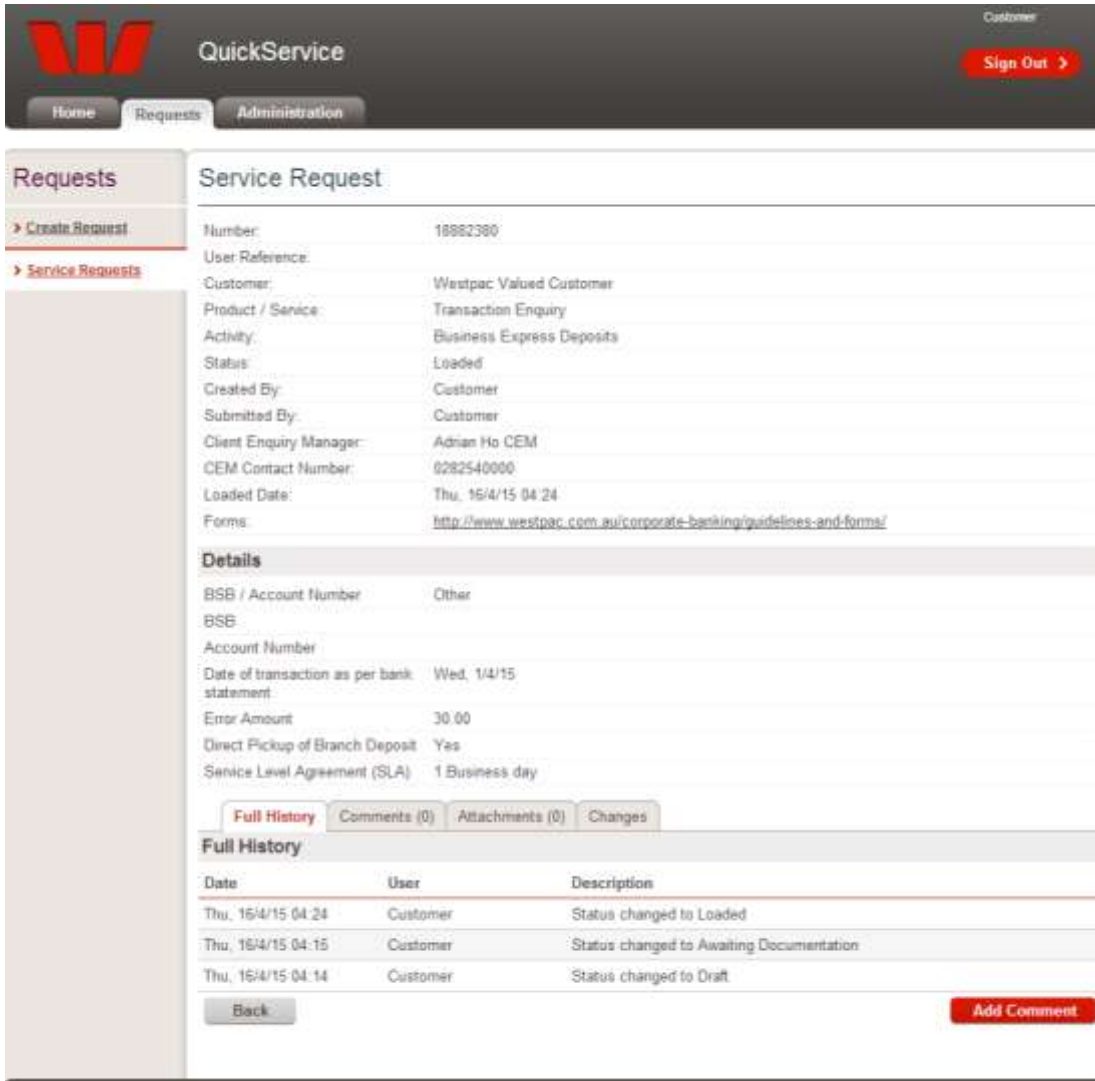
Customer Home screen

Step	Who	System	User instructions
2	Team member / Manager		<p>To create a service request:</p> <p>Select either the:</p> <ul style="list-style-type: none"> • 'Requests' tab <p>or</p> <ul style="list-style-type: none"> • 'Create and Manage Service Requests' box.

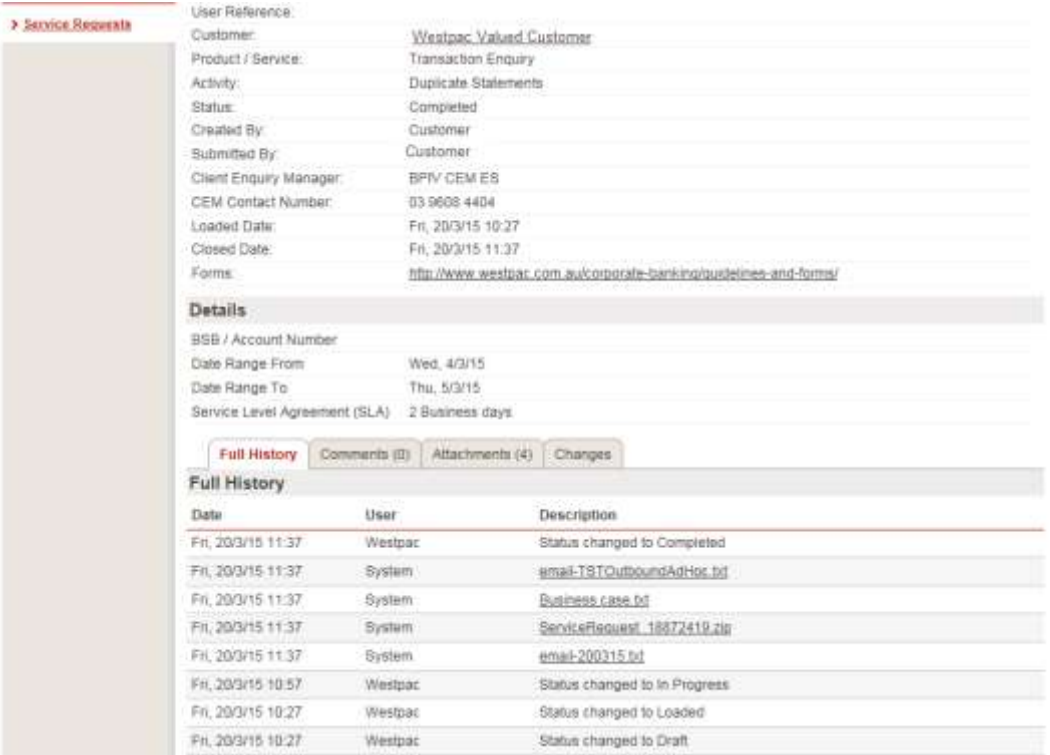
Service Requests

Step	Who	System	User instructions
3	Team member / Manager	<p>On selecting the 'Requests' tab or 'Create and Manage Service Request' box, the system will display the following details:</p> 	<p>The below tabs show different lists</p> <ul style="list-style-type: none"> • <i>Draft</i>: List of unsubmitted requests • <i>Loaded</i>: List of requests that have not been assigned to Westpac • <i>In Progress</i>: List of requests currently being processed by Westpac • <i>Pending Your Action</i>: List of current requests which still have required actions pending • <i>Completed</i>: List of requests that have been completed by Westpac • <i>Search</i>: Search for request <p>Enter QS number if known and press 'Go' to search.</p> <p>Click on the service request's Number to move to the next screen, its' summary.</p>

Request Summary screen

Step	Who	System	User instructions
4	Team member / Manager	<p>Request Summary screen after the request is submitted:</p>  <p>The screenshot displays the 'Service Request' summary page in the QuickService portal. The page is divided into sections for 'Requests' and 'Details'. The 'Requests' section includes a 'Service Requests' link and a list of request details. The 'Details' section provides further information about the transaction, including the BSB, account number, date of transaction, error amount, and service level agreement. A 'Full History' table shows the status changes over time. At the bottom, there are links for 'Back' and 'Add Comment', and a footer with copyright information and links to privacy and terms pages.</p>	Shows the current status of the Service Request.

Request Summary of request with Completed Status

Step	Who	System	User instructions																											
5	Team member / Manager	<p>Request Summary screen after the request is completed:</p>  <p>Service Request</p> <p>User Reference:</p> <p>Customer: Westpac Valued Customer</p> <p>Product / Service: Transaction Enquiry</p> <p>Activity: Duplicate Statements</p> <p>Status: Completed</p> <p>Created By: Customer</p> <p>Submitted By: Customer</p> <p>Client Enquiry Manager: BPN CEM ES</p> <p>CEM Contact Number: 03 9608 4404</p> <p>Loaded Date: Fri, 20/3/15 10:27</p> <p>Closed Date: Fri, 20/3/15 11:37</p> <p>Forms: http://www.westpac.com.au/corporate-banking/guidelines-and-forms/</p> <p>Details</p> <p>BSB / Account Number</p> <p>Date Range From: Wed, 4/3/15</p> <p>Date Range To: Thu, 5/3/15</p> <p>Service Level Agreement (SLA): 2 Business days</p> <p>Full History Comments (0) Attachments (4) Changes</p> <p>Full History</p> <table border="1"> <thead> <tr> <th>Date</th> <th>User</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Fri, 20/3/15 11:37</td> <td>Westpac</td> <td>Status changed to Completed</td> </tr> <tr> <td>Fri, 20/3/15 11:37</td> <td>System</td> <td>email-TSTOutboundAdHoc.txt</td> </tr> <tr> <td>Fri, 20/3/15 11:37</td> <td>System</td> <td>Business case.txt</td> </tr> <tr> <td>Fri, 20/3/15 11:37</td> <td>System</td> <td>ServiceRequest_18872419.zip</td> </tr> <tr> <td>Fri, 20/3/15 11:37</td> <td>System</td> <td>email-200315.txt</td> </tr> <tr> <td>Fri, 20/3/15 10:57</td> <td>Westpac</td> <td>Status changed to In Progress</td> </tr> <tr> <td>Fri, 20/3/15 10:27</td> <td>Westpac</td> <td>Status changed to Loaded</td> </tr> <tr> <td>Fri, 20/3/15 10:27</td> <td>Westpac</td> <td>Status changed to Draft</td> </tr> </tbody> </table>	Date	User	Description	Fri, 20/3/15 11:37	Westpac	Status changed to Completed	Fri, 20/3/15 11:37	System	email-TSTOutboundAdHoc.txt	Fri, 20/3/15 11:37	System	Business case.txt	Fri, 20/3/15 11:37	System	ServiceRequest_18872419.zip	Fri, 20/3/15 11:37	System	email-200315.txt	Fri, 20/3/15 10:57	Westpac	Status changed to In Progress	Fri, 20/3/15 10:27	Westpac	Status changed to Loaded	Fri, 20/3/15 10:27	Westpac	Status changed to Draft	<p>Once the request has been completed, the information will be attached to the request.</p>
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6	Team member / Manager	<p>18842326 Westpac Valued Customer Transaction Enquiry Trace of Funds Wed, 11/3/15 11:48 Customer Completed <input checked="" type="checkbox"/></p>	Any status updates will have a email notification icon displayed next to the service request
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